

# 2005 HMO Report Card

California's Office of the Patient Advocate



## How does your HMO measure up?

California HMO (Health Plan)	Care for Staying Healthy	Care for Getting Better	Care for Living with Illness	Member Rating of Health Plan
Aetna Health of California, Inc.	★	★	★★	★★
Blue Cross HMO CaliforniaCare	★	★	★★★★	★★
Blue Shield of California	★	★	★★	★★
CIGNA HMO	★	★★	★★★★	★
Health Net	★	★★	★★★★	★★
Kaiser Permanente Northern California	★	★★★★	★★	★★★★
Kaiser Permanente Southern California	★★	★★★★	★★	★★★★
PacifiCare of California	★	★★	★★	★★★★
Universal Care	★	★	★★	★★
Western Health Advantage	★	★	★★	★★★★

**Rating Key**    Excellent ★★★    Good ★★    Fair ★    Poor ☆

Are you and your family getting the right care?

[hmoreportcard.ca.gov](http://hmoreportcard.ca.gov)

1-866-466-8900 TTY/TDD 1-866-499-0858

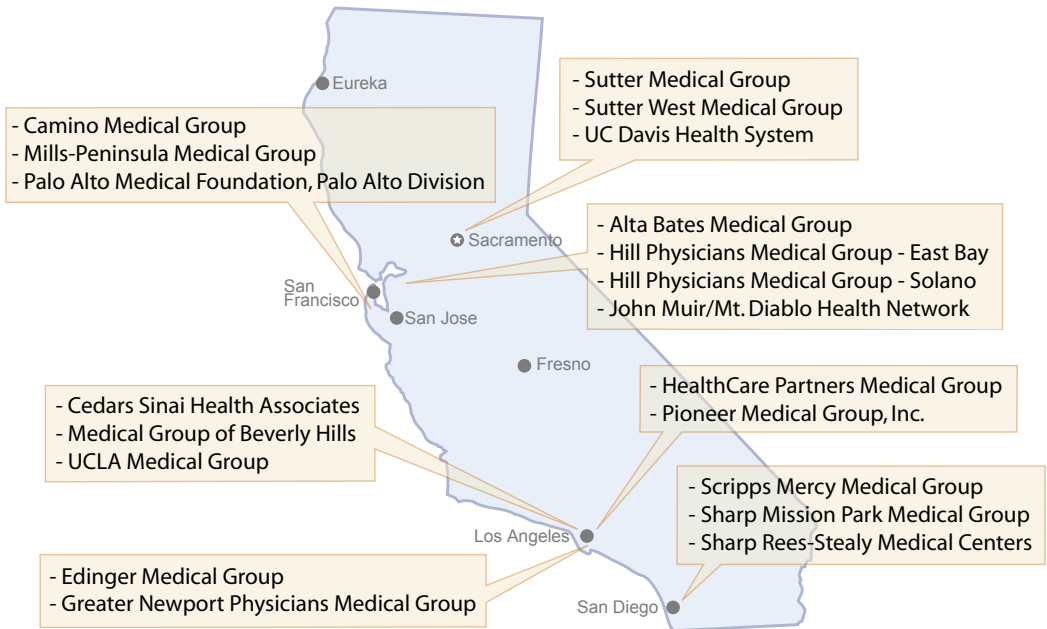


Office of the Patient Advocate (OPA)  
980 9th Street, Suite 500  
Sacramento, CA 95814

**Alternative formats are available by calling:**  
**1-866-466-8900**  
**TTY/TDD 1-866-499-0858**

## California's Top Rated Medical Groups

Of more than 200 California medical groups, these twenty were rated highest based on providing recommended care and patient satisfaction. See how your doctor's medical group compares at [hmoreportcard.ca.gov](http://hmoreportcard.ca.gov).



## Get the full story

Before choosing your HMO or Medical Group, let OPA show you how they're doing. Call or visit us online for more information on topics such as:

- |                           |                        |                         |
|---------------------------|------------------------|-------------------------|
| • Child/Adolescent Health | • Helping Smokers Quit | • Mental Health         |
| • Diabetes                | • Maternity Care       | • Plan Customer Service |
| • Heart Care              | • Member Complaints    | • Women's Health        |

You will also find information on language services available for members who do not speak English.

**[hmoreportcard.ca.gov](http://hmoreportcard.ca.gov)**  
**1-866-466-8900 TTY/TDD 1-866-499-0858**